



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Aging and Long-Term Support Administration
PO Box 45600, Olympia, Washington 98504-5600

May 7, 2018

AL TSA: NH #2018-010
ELIMINATION OF DEAR PROVIDER POST CARDS

Dear Nursing Facility/Home Administrator:

In 2017, the Department re-evaluated the efficiency and effectiveness of its method in corresponding with providers through dear provider (DP) letters, and on May 10, 2017 the department sent a DP letter informing you of the transition to discontinue sending hard copy letters. In June 2017, the department began sending post cards informing you that a DP letter has been posted electronically to the NH professional provider page for your review.

Beginning on June 1st, 2018, the DP letters will only be posted electronically. You will no longer receive any post cards or other hard copy letters.

If you have subscribed to the previous ListServ or the current GovDelivery system, you will continue to receive the electronic notification of DP letters when they are released. As a reminder, it is the provider's responsibility to review the DP letters for information that impacts the operation of the home.

If you have not yet subscribed to GovDelivery and wish to do so:

- Visit the [new subscribers webpage](#)
- Enter your email address,
- Select the topics you want to receive notifications for; and
- Click "Submit"

DP letters can also be accessed online via the [NH professional provider webpage](#). In addition to administrator letters, there is also information on the page specific to the operation of NHs, such as training requirements, background checks, and the electronic plan of correction (ePOC).

If you have any questions, please contact [Lisa Herke](#), Policy Program Manager, at (509) 225-2819. Thank you for continued dedication to Washington state long-term care residents.

Sincerely,

Candace Goehring, Director
Residential Care Services

"Transforming Lives"